

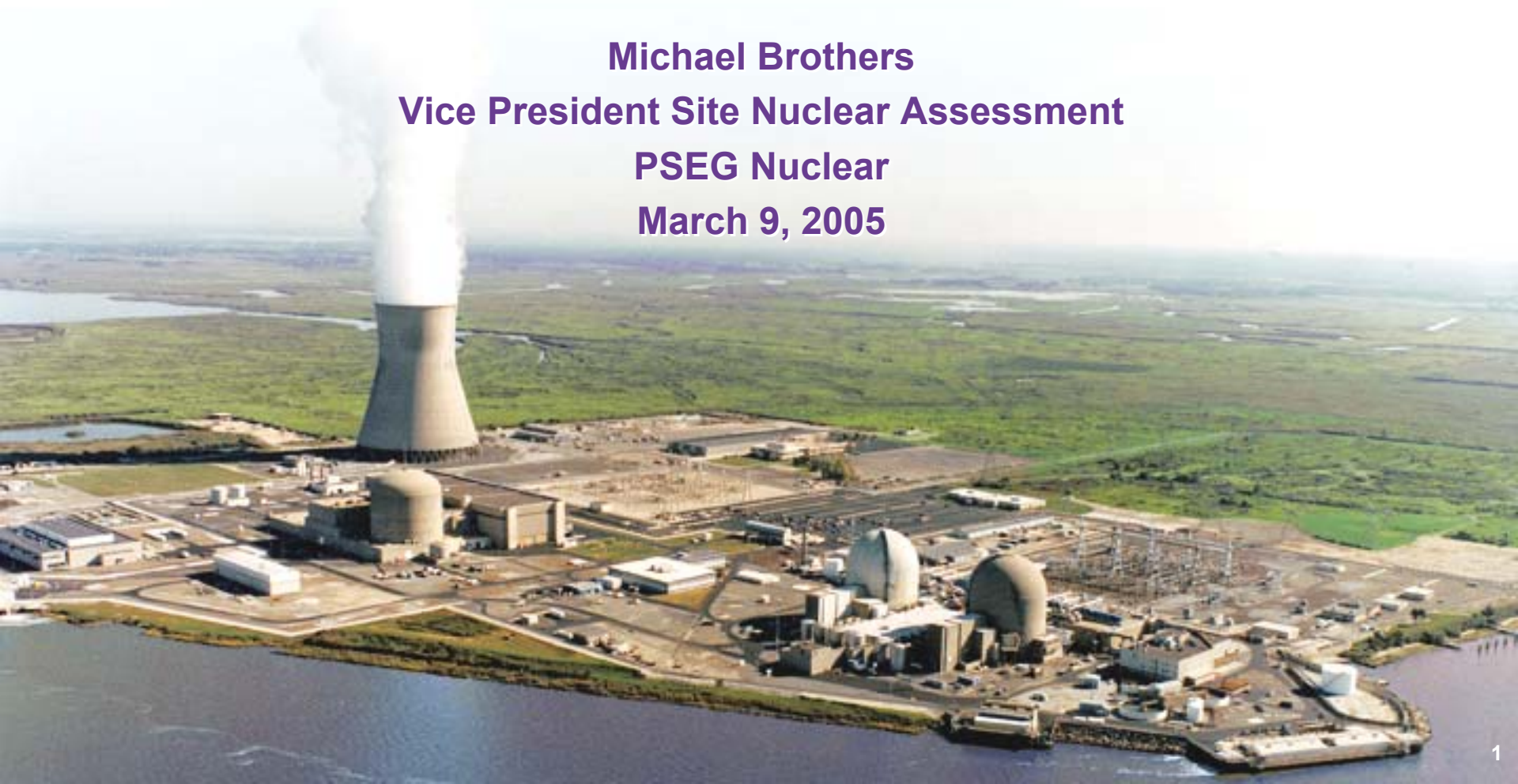
RIC 2005 – Session B3: Objective Measures of Safety Culture

Michael Brothers

Vice President Site Nuclear Assessment

PSEG Nuclear

March 9, 2005



December

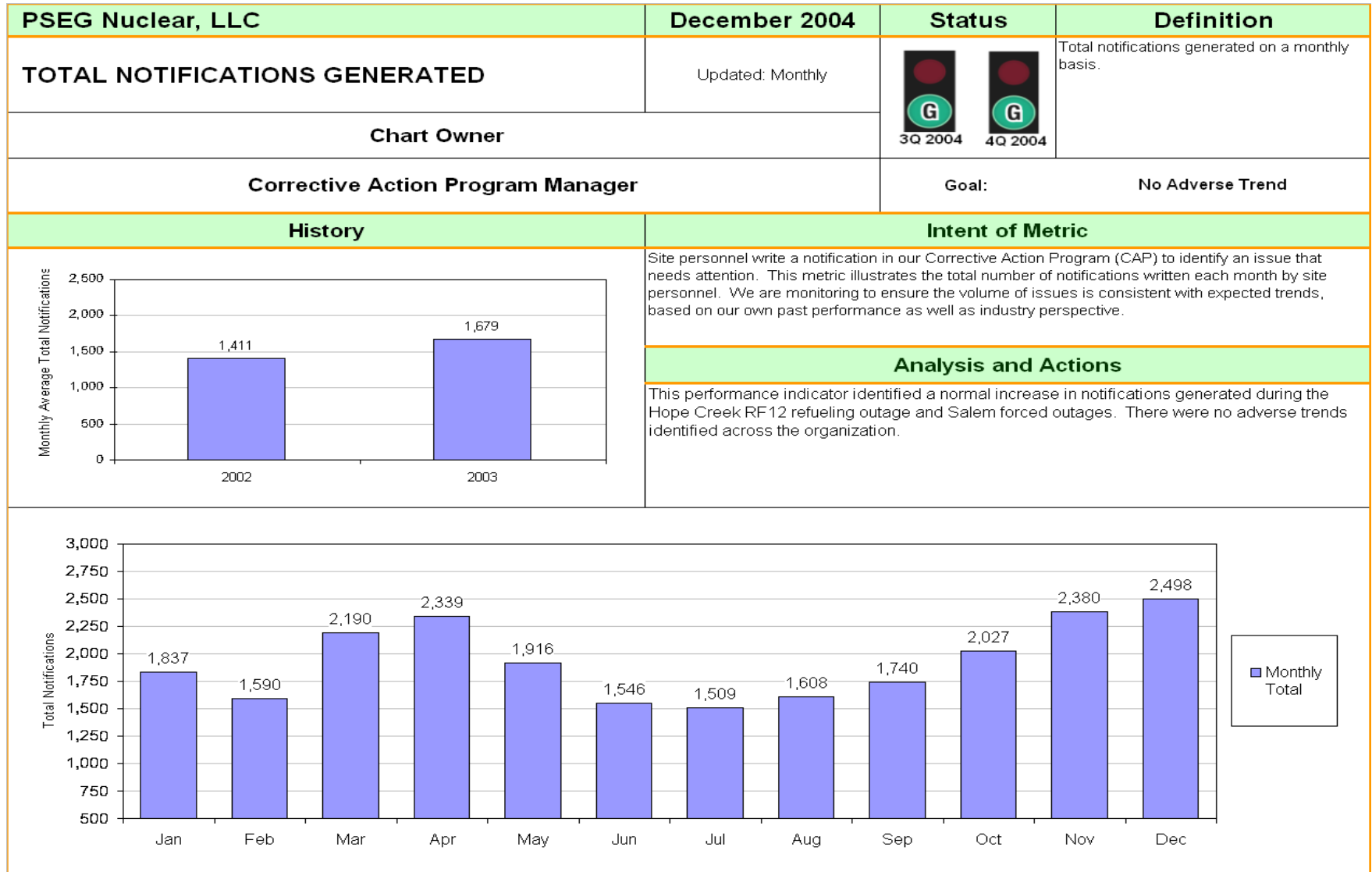
SCWE Effectiveness Metrics

SCWE



Salem and Hope Creek Generating Stations

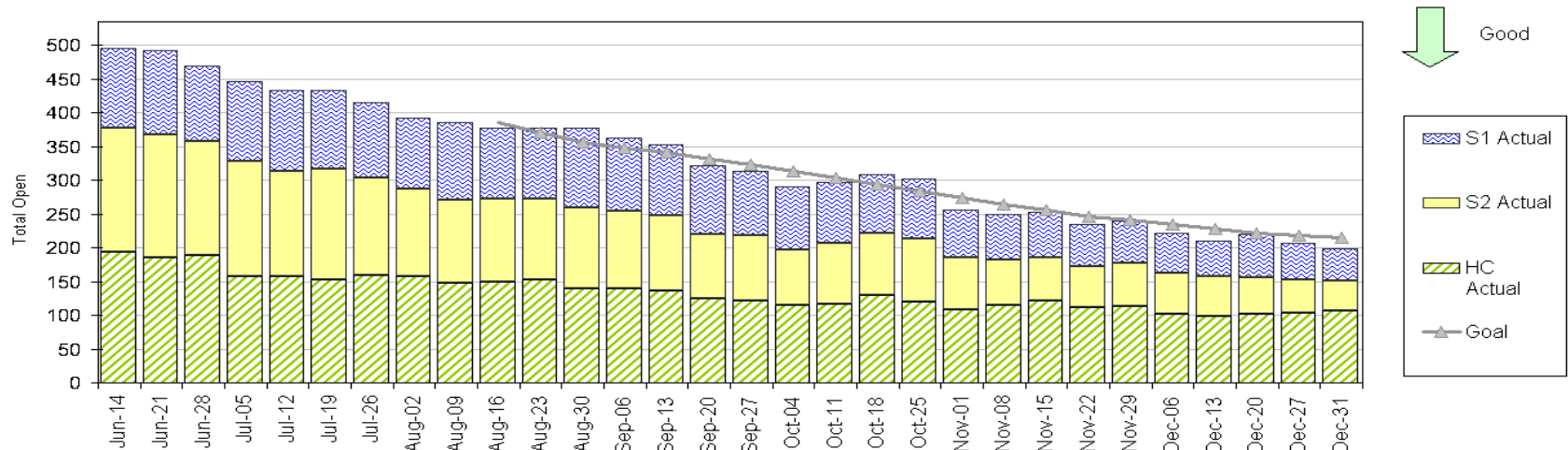


Willingness to Raise Concerns

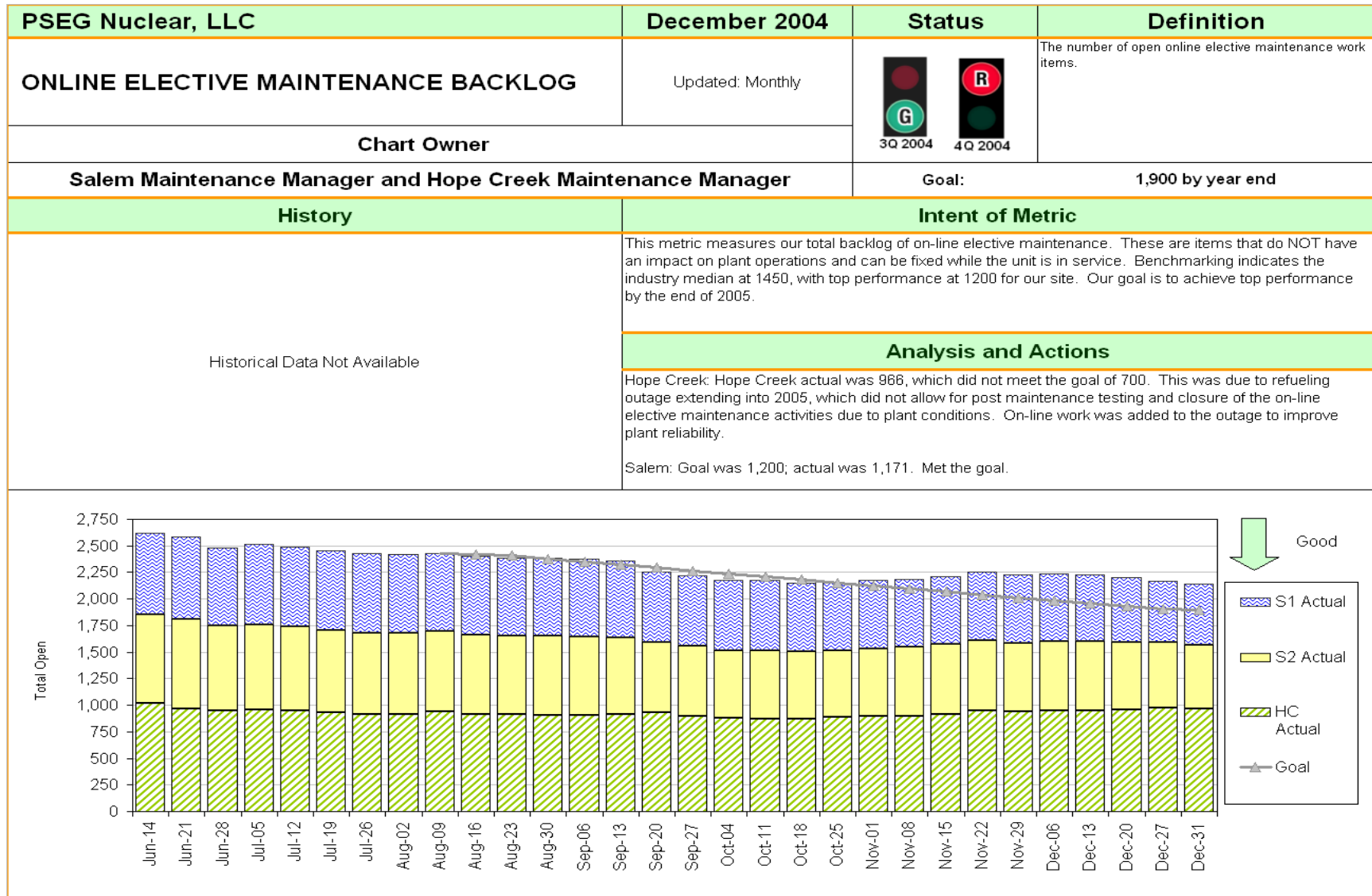


Effective Policies and Practices

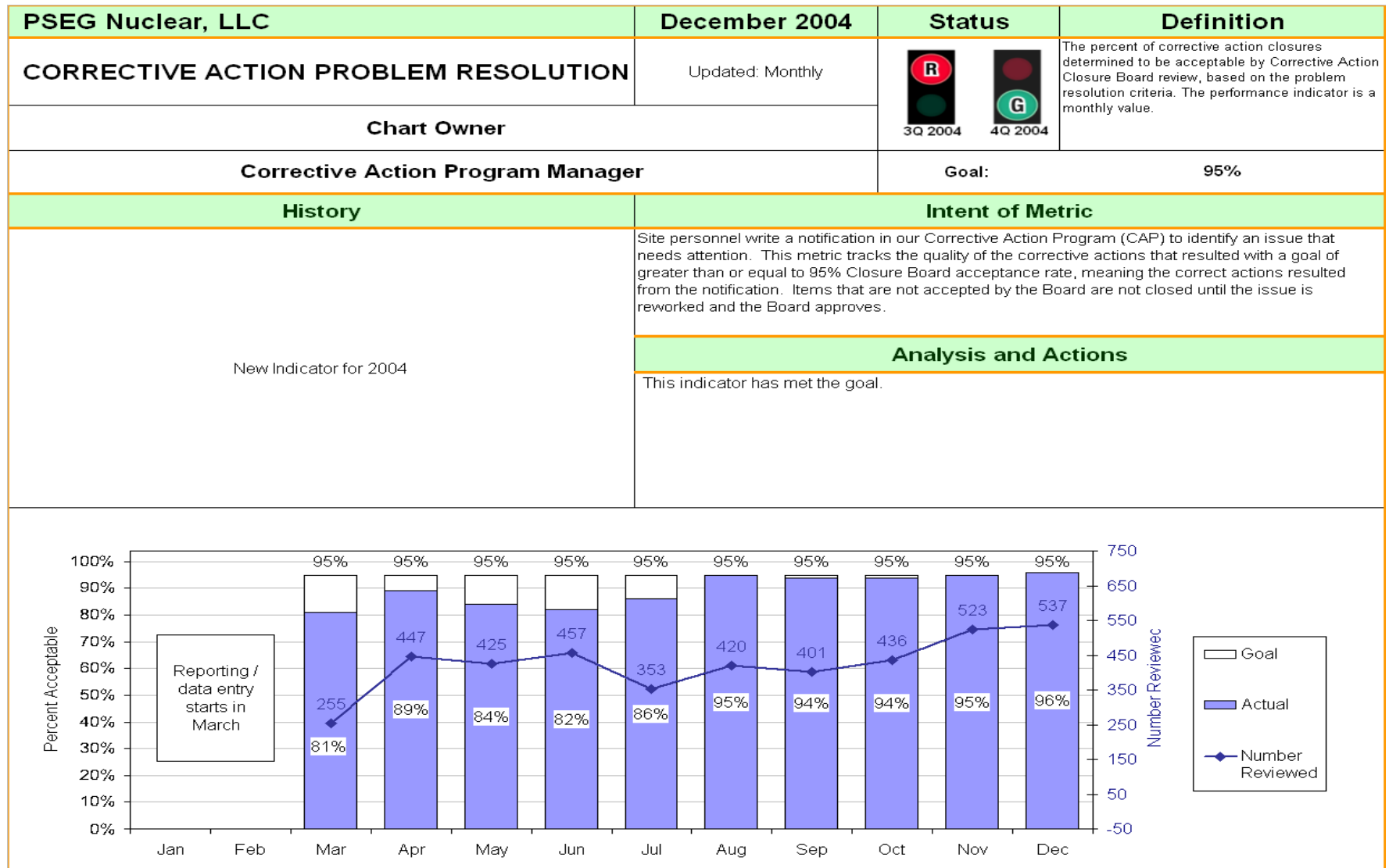
| PSEG Nuclear, LLC | December 2004 | Status | Definition |
|---|--|---|--|
| ONLINE CORRECTIVE MAINTENANCE BACKLOG | Updated: Monthly |   3Q 2004 4Q 2004 | The number of open online corrective maintenance work items. |
| Chart Owner | | | |
| Salem Maintenance Manager and Hope Creek Maintenance Manager | | Goal: | 215 by year end |
| History | Intent of Metric | | |
| Historical Data Not Available | This metric measures our total backlog of on-line corrective maintenance. These are items that have an impact on plant operations and can be fixed while the unit is in service. Benchmarking indicates the industry median at 90, with top performance at 45 for our site. Our goal is to achieve top performance by the end of 2005. | | |
| | Analysis and Actions | | |
| | Hope Creek: Goal was 115; actual was 107. Met the goal. Salem: Goal was 100; actual was 91. Met the goal. | | |






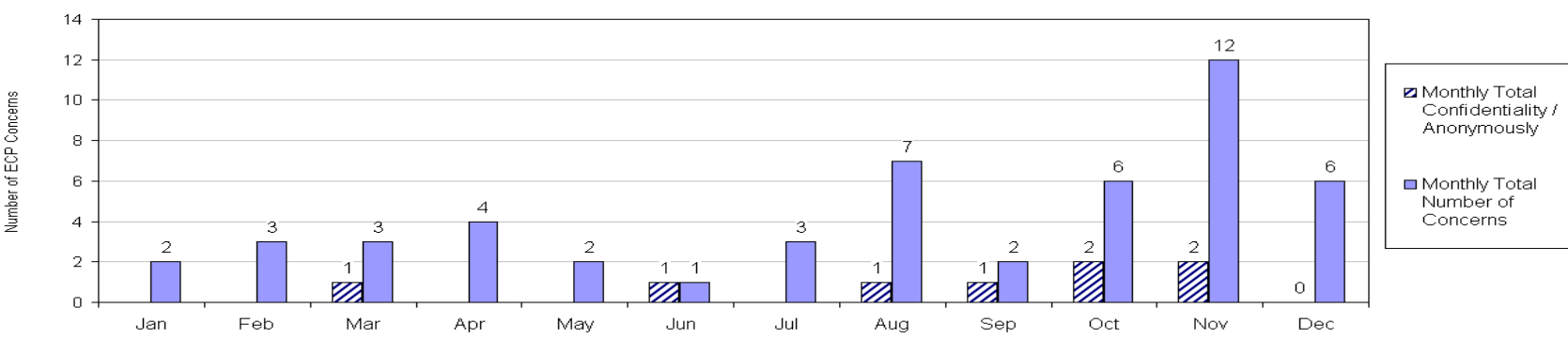
Effective Policies and Practices



Effective Policies and Practices



Effective ADR

| PSEG Nuclear, LLC | | December 2004 | Status | Definition |
|--|--|--|---|--|
| EMPLOYEE CONCERNS PROGRAM (ECP) - CONCERNS CONFIDENTIALITY / ANONYMITY REQUEST | | Updated: Monthly | <div><div> 3Q 2004</div><div> 4Q 2004</div></div> | The number of Employee Concerns Program (ECP) concerns filed anonymously / confidentially versus total number of concerns per month. Chart does not include NRC 30-day requests. |
| Chart Owner | | | Goal: | No Adverse Trend |
| Employee Concerns Program Manager | | | | |
| History | | Intent of Metric | | |
| <div><div><div>Number of ECP Concerns</div></div><div><div>□ Confidentiality/Anonymously</div><div>▨ Total Number of Concerns</div></div></div> | | <p>This metric shows the total number of concerns brought to our Employee Concerns Manager. This is an alternate means to have issues addressed outside of line management.</p> | | |
| | | Analysis and Actions | | |
| | | <p>Fifty-one concerns (non-NRC referred) were brought to the attention of the Employee Concerns Program during 2004. There were 18 more issues brought to ECP in 2004 than in 2003. Of those, eight were submitted confidentially or anonymously (16%).</p> <p>Two of the eight were anonymous. Those two were not Category 1 (harassment or intimidation) or Category 2 (nuclear safety/quality or wrongdoing). The percentage of concerns that were anonymous in 2004 was 4%, compared to 12% in 2003, 26% in 2002, 28% in 2001. This is an improving trend.</p> <p>The increased number of concerns brought to Employee Concerns in 2004 may be attributed to management's encouragement to raise issues with ECP.</p> <p>Actions: Continue working with management to resolve issues at the lowest level. ECP continues to encourage people to raise issues and monitor the results.</p> | | |
| <div><div><div>Number of ECP Concerns</div></div><div><div>▨ Monthly Total Confidentiality / Anonymously</div><div>■ Monthly Total Number of Concerns</div></div></div> | | | | |

Ability to Detect and Prevent Retaliation

